Accu-Chek® Meter Guide

Experience what's possible

ACCU-CHEK®

Notes

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ACCU-CHEK® Mobile

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Getting Started Guide - Accu-Chek® Mobile

1. Starting to use the Accu-Chek Mobile system

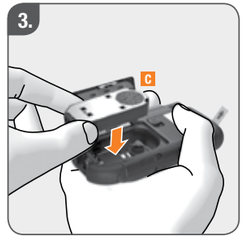
1.

Open the tip cover A completely as far as it will go. Only then will you be able to open the cassette compartment and insert the test cassette.

2.

Push the slide button B upwards. This opens the cassette compartment cover.

3.



Remove a new test cassette C from the packaging. Insert the test cassette into the meter. Close the cassette compartment cover and the tip cover.

4.

Pull the protective strip of the battery D backwards out of the meter to activate the batteries. Remove the protective film from the display.

5.

Press the ● button E for about 2 seconds until the meter turns on.

6.

Use the ▼▲ buttons to select the language F.

7.

Press the ● button to set the desired language G.

8.

Press the ● button to confirm the selected language H.

⚠

If you have set the wrong language by mistake, you may not be able to read the menus any more. You can nevertheless change the language. The instructions can be found in Chapter 5.2 of the User's Manual under the section *Correcting a wrongly set language*.

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2. Preparing the lancing device

Remove the rotatable cap for setting the penetration depth A.

Insert a new lancet drum B (white end first). You now have 6 new and sterile lancets at your disposal.

Place the cap C back on again.

Rotate the cap D of the finger pricker until the desired penetration depth is level with the indicator. Start with a medium penetration depth such as 3.

3. Performing a blood glucose test

Open the tip cover A. The meter automatically turns on.

Press the finger pricker firmly against the selected puncture site. Then press the release button B all the way down to obtain a blood drop.

Apply the blood drop to the centre of the test area C. Touch the test area gently because the blood is immediately drawn up when contact is made.

Read the test result and close the tip cover D. The meter automatically turns off.

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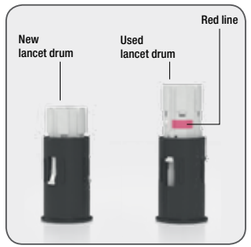
4. Loading a new lancet

Push the lever at the side of the finger pricker as far as it will go in direction ① and then back again in direction ② to load a new lancet.



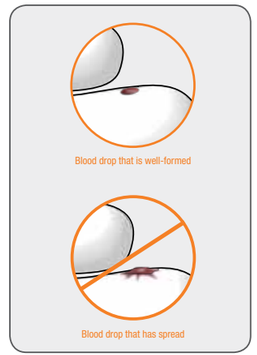
You can tell that a lancet drum has been used because it has a red line visible on the white portion. Used lancet drums cannot be reused.

5. What you need to know

Wash your hands with warm water and soap. Dry your hands well before obtaining blood.

⚠

- When you are ready to do a test and the meter displays *Apply drop*, ensure that you apply the blood drop to the test area immediately. Note that liquid can evaporate quickly from the tiny drop of blood increasing the concentration of glucose significantly.
- Touch the test area **gently** when applying blood. Do not press the test area onto the finger and do not spread the blood drop.



Use a small, fresh, well-formed blood drop for each blood glucose test and apply it to the centre of the test area on the cassette.

Error Messages - Accu-Chek® Mobile

The use by period or use by date of the test cassette is exceeded.

Insert a new test cassette in the meter.

This message appears if you start a test and all test areas in the test cassette have been used.

Insert a new test cassette in the meter.

Remove the test cassette from the meter and re-insert it.

or

Insert a new test cassette in the meter.

Insert a test cassette suitable for this meter type.

Error messages

The following pages describe all error messages and how they can be remedied.

If an error message appears, follow the instructions on the display.

If error messages occur frequently, contact your customer support and service centre

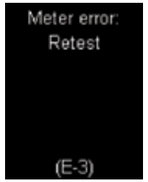
If your meter has been dropped, that can also lead to error messages. In this case, you should also contact your customer support and service centre

Contact the Accu-Chek Enquiry Line on 1800 251 816.

Error Messages - Accu-Chek® Mobile

There is no test cassette in the meter.

Insert a new test cassette in the meter.



- Your blood glucose value may be very low.

If the way you feel agrees with a very low blood glucose value, immediately follow the relevant instructions given by your healthcare professional. Repeat the test afterwards.

- A meter error has occurred.

If the error message is still displayed after turning the meter on again, please Contact the Accu-Chek Enquiry Line on 1800 251 816.

The test area has drawn up too little blood or control solution.

Repeat the test with a larger amount of blood or control solution.

Remove the dirt from the inside of the cassette tip.

Press ◉ (Continue) if you want to go directly to the Clean menu.

Error Messages - Accu-Chek® Mobile

Too bright: Retest in shade (E-5)	Move into the shade or shield the meter with your body, for example. Repeat the test.
Drop applied too early: Retest (E-6)	Do not apply blood or control solution to the test area until the prompt apply drop is displayed. Repeat the test.
Meter failure: Contact Customer Care (E-7)	If the error message is displayed after turning the meter on again: Contact the Accu-Chek Enquiry Line on 1800 251 816.
Temperature too low: Retest in a warmer location (E-8)	Move to a place where the ambient temperature is at least +10 °C and wait for the temperature of the meter to adjust to this temperature.
Temperature too high: Retest in a cooler location (E-8)	Move to a place where the ambient temperature is not higher than +40 °C and wait for the temperature of the meter to adjust to this temperature.
Batteries drained: Replace batteries (E-9)	Insert two new batteries.

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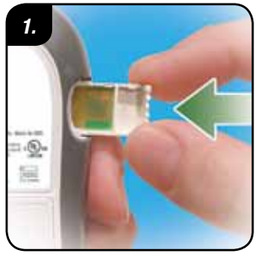
Getting Started Guide - Accu-Chek® Performa

1. Insert the Code Chip

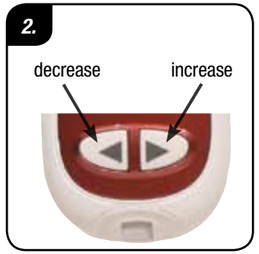


Make sure the meter is off. Turn the meter over. Turn the code chip over so that the code number faces away from you, then push it into the code chip slot until it stops.

CHANGE THE CODE CHIP EVERY TIME YOU OPEN A NEW BOX OF TEST STRIPS.

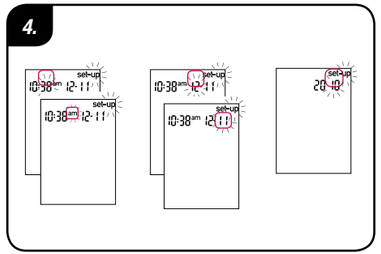
2. Adjust the Time and Date – First Time Use

Press and release ⓪ to turn on the meter. The time and date appear on the display. "Set-up" and the hour flash.

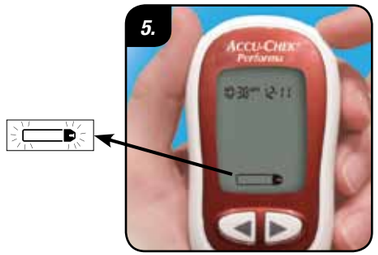


Press and release ◄ or ► to decrease or increase the hour. Press and hold ◄ or ► to scroll faster.

Press and release ⓪ to set the hour. The minutes flash.



Repeat steps 2 and 3 to set the minutes, am/pm, day, month, and year. The flashing field is the one you are changing.



Once you set the year, press and hold ⓪ until the flashing test strip symbol appears.

Note: Your new meter comes with the battery installed and a preset time and date. You may need to change the time to your time zone. Having the correct time and date is important if you use the meter's memory or if you want to download your results to a computer.

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3. Perform a Blood Glucose Test

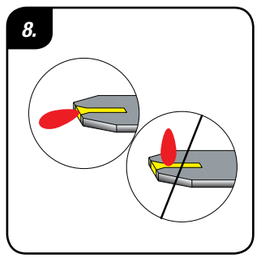
- *Wash and dry your hands.*
- *Prepare the lancing device.*
- *Take one test strip from the container. Close the container tightly.*

Insert the test strip into the meter in the direction of the arrows. The meter turns on.

Make sure the code number on the display matches the code number on the test strip container. If you miss seeing the code number, take the test strip out and reinsert it into the meter.

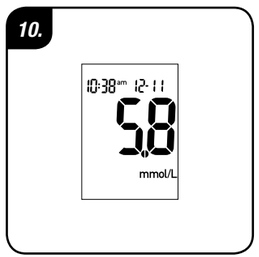
When the blood drop symbol flashes, obtain a blood drop from your fingertip. To test using blood from alternative sites, refer to your Owner's Booklet.

Gently squeeze your finger to assist the flow of blood. This helps you get a blood drop.



Touch the blood drop to the front edge of the yellow window of the test strip. Do not put blood on top of the test strip.

When you see ⧗ flash, you have enough blood in the test strip.



After your result appears, discard the used test strip.

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Error Messages - Accu-Chek® Performa

= The test strip is damaged. Remove the test strip and reinsert it, or replace it if damaged. Or the code chip is incorrect. Turn off the meter and insert a new code chip. If the message reappears, call Roche.

= The code chip is incorrect. Turn off the meter and insert a new code chip. If this does not fix the problem, call Roche.

= Your blood glucose may be extremely high or a meter or test strip error has occurred. **If this confirms how you feel, contact your healthcare professional immediately.** If it does not confirm how you feel, repeat the test and refer to Chapter 2 "Unusual Test Results," in the Owner's Booklet. If this does not confirm how you feel, perform a control test with your control solution and a new test strip. If the control result is within the acceptable range, review the proper testing procedure and repeat your blood glucose test with a new test strip. If the E-3 code still appears for your blood glucose test, your blood glucose result may be extremely high and above the system's reading range. **Contact your healthcare professional immediately.** If the control result is not within the acceptable range, see Chapter 4 "Understanding Out-of-Range Control Test Results," in the Owner's Booklet.

= Not enough blood or control solution was drawn into the test strip for measurement or was applied after the test has started. Discard the test strip and repeat the test.

= The code chip is from an expired lot of test strips. Ensure the code chip number matches the code number on the test strip container. Make sure the time and date in the meter are correct.

= Blood or control solution was applied to the test strip before the flashing blood drop symbol appeared on the display. Discard the test strip and repeat the test.

= An electronic error occurred or, in rare cases, a used test strip was removed and reinserted. Turn the meter off and on or take the battery out for 20 seconds and reinsert it. Perform a blood glucose or control test. If the problem persists, call Roche.

= The temperature is above or below the proper range for the meter. Refer to the test strip package insert for system operating conditions. Move to an area with the appropriate conditions, wait 5 minutes, and repeat the test. Do not artificially heat or cool the meter.

= The battery is almost out of power. Change the battery now.

= The time and date settings may be incorrect. Make sure the time and date are correct and adjust, if necessary.

If the error message continues, please call Roche

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1. Insert the Code Chip

Make sure the meter is off. Turn over the meter. Turn over the code chip so that the code number faces away from you, then push it into the code chip slot until it stops.

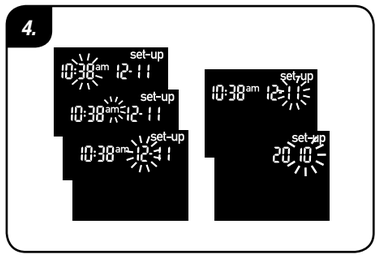
CHANGE THE CODE CHIP EVERY TIME YOU OPEN A NEW BOX OF TEST STRIPS.

2. Adjust the Time and Date – First Time Use

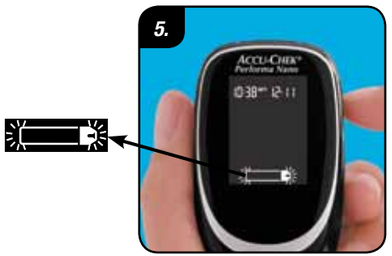
Press and release ◐ to turn on the meter. The time, date, and "set-up" appear on the display with the hour flashing.

Press and release ◁ or ▷ to decrease or increase the hour. Press and hold ◁ or ▷ to scroll faster.

Press and release ◐ to confirm the hour. The minutes flash.



Repeat steps 2 and 3 to set the minutes, am/pm, day, month, and year. The flashing field is the one you are changing.



Once you set the year, press and release ◐. The flashing test strip symbol appears.

Note: Your new meter comes with the batteries installed and a preset time and date. You may need to change the time to your time zone. Having the correct time and date is important if you use the meter memory or if you want to download your results to a computer.

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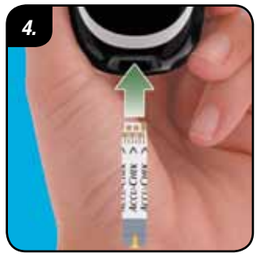
3. Perform a Blood Glucose Test

- *Wash and dry your hands.*
- *Prepare the lancing device.*
- *Take one test strip from the test strip container. Close the container tightly.*

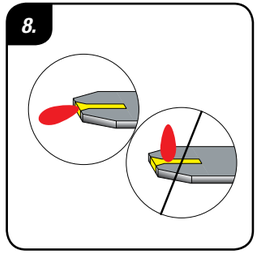


Insert the test strip into the meter in the direction of the arrows. The meter turns on.

Make sure the code number on the display matches the code number on the test strip container. If you miss seeing the code number, remove the test strip out and reinsert it into the meter.

When the blood drop symbol flashes, obtain a blood drop from your fingertip.
To test using blood from alternative sites, refer to your Owner's Booklet.

Gently squeeze your finger to assist the flow of blood. This helps you get a blood drop.



Touch the blood drop to the front edge of the yellow window of the test strip. Do not put blood on top of the test strip.

When you see ⧗ flash, you have enough blood in the test strip.

After your result appears, discard the used test strip.

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Error Messages - Accu-Chek® Performa

= The test strip is damaged. Remove the test strip and reinsert it, or replace it if damaged. Or the code chip is incorrect. Turn off the meter and insert a new code chip. If the message reappears, call Roche.

= The code chip is incorrect. Turn off the meter and insert a new code chip. If this does not fix the problem, call Roche.

= Your blood glucose may be extremely high or a meter or a test strip error has occurred. **If this confirms how you feel, contact your healthcare professional immediately.** If it does not confirm how you feel, repeat the test and refer to Chapter 2, "Unusual Test Results." If this does not confirm how you feel, perform a control test with your control solution and a new test strip. If the control result is within the acceptable range, review the proper testing procedure and repeat your blood glucose test with a new test strip. If the E-3 code still appears for your blood glucose test, your blood glucose result may be extremely high and above the system's reading range. **Contact your healthcare professional immediately.** If the control result is not within the acceptable range, see Chapter 4, "Understanding Out-of-Range Control Test Results."

= Not enough blood or control solution was drawn into the test strip for measurement or was applied after the test had started. Discard the test strip and repeat the test.

= The code chip is from an expired lot of test strips. Ensure the code chip number matches the code number on the test strip container. Remove the code chip and enter the set-up mode to ensure the time and date in the meter are correct.

= Blood or control solution was applied to the test strip before the flashing drop symbol appeared on the display. Discard the test strip and repeat the test.

= An electronic error occurred or, in rare cases, a used test strip was removed and reinserted. Turn the meter off and on, or take the batteries out for 20 seconds and reinsert them. Perform a blood glucose or control test. If the problem persists, call Roche.

= The temperature is above or below the proper range for the meter. Refer to the test strip package insert for system operating conditions. Move to an area with appropriate conditions, wait 5 minutes, and repeat the test. Do not artificially heat or cool the meter.

= The battery is almost out of power. Change the battery now.

= The time and date settings may be incorrect. Make sure the time and date are correct and adjust, if necessary.

If the error message continues, please call Roche

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Getting Started Guide - Accu-Chek® Active

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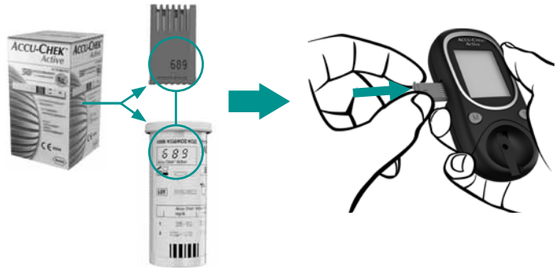
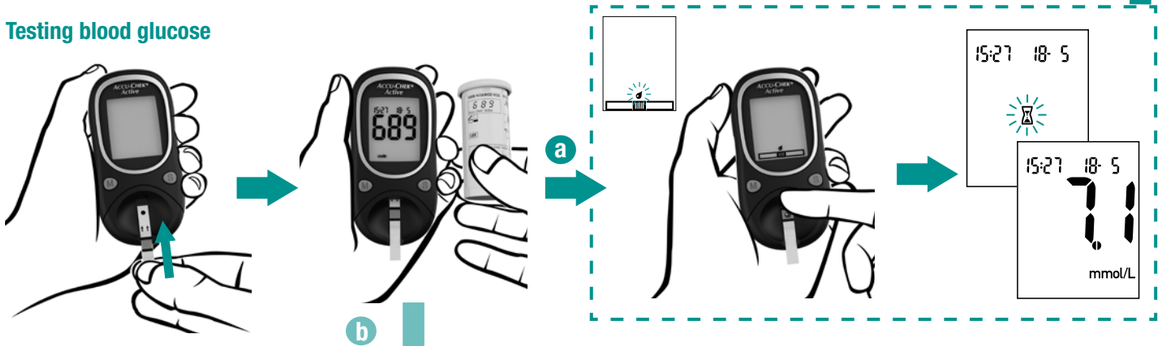
⚠ This Quick Reference Guide does not replace the detailed Instructions for use for your Accu-Chek Active blood glucose meter. Please refer to the safety instructions contained in the Instructions for use.

Removing the protective film from the battery

Coding



Testing blood glucose



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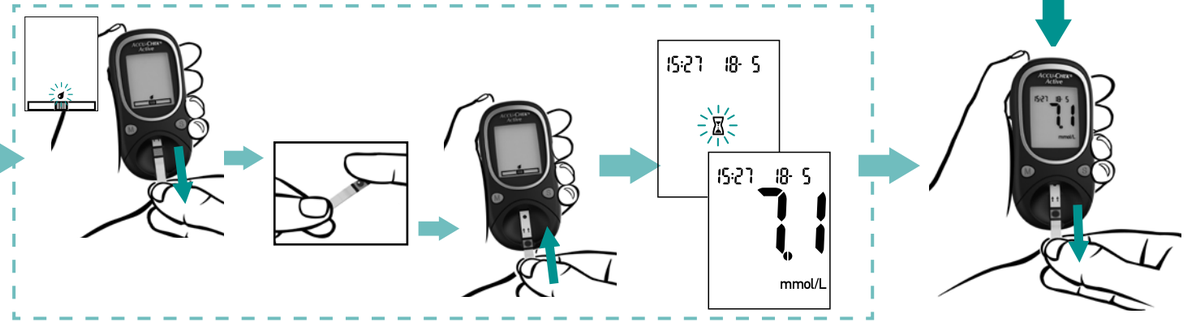
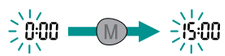


Setting the time and date

Turning the meter on: Press S for more than 3 seconds.

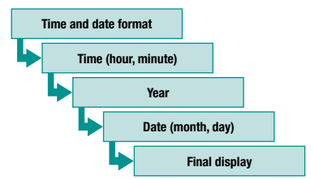
Turning the meter off: Press M + S briefly at the same time.

Changing settings: Press M or hold it down.



Confirming the change and continuing with the next setting: Press S briefly.

Order of the settings



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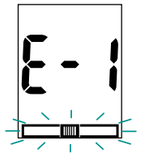
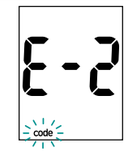
Error Messages - Accu-Chek® Active

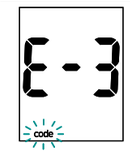


= You did not insert the test strip correctly or completely.
Hold the test strip so the arrows printed on it and the orange square face upwards. Without bending it, gently push the test strip into the test strip guide in the direction of the arrows until you feel it lock into place.

= You removed the test strip from the meter in order to apply blood and did not re-insert it within 20 seconds.
Dispose of the test strip, even if blood has not been applied yet. Start the blood glucose test from the beginning with a new test strip.

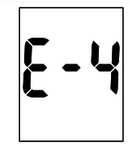


= A code chip from another blood glucose system has been inserted into the meter.
The code chip does not belong to the Accu-Chek Active test strips.
Remove the code chip and insert the code chip that belongs to the Accu-Chek Active test strips you are currently using.



= The code chip cannot be read.
Remove the code chip and re-insert it into the meter. If the error message appears again, you cannot use the code chip and test strips belonging to it.

= A code chip from another blood glucose system has been inserted into the meter.
The code chip does not belong to the Accu-Chek Active test strips.
Remove the code chip and insert the code chip that belongs to the Accu-Chek Active test strips you are currently using.



= Your blood glucose may be very low (possibly a severe hypoglycaemia).
If you have typical symptoms of a very low blood glucose you should follow your doctor's instructions for such cases. Repeat the test afterwards.

= The measuring window is dirty.
Clean the measuring window (see Chapter 8).

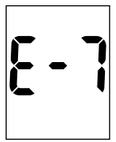
= The test strip is bent or is not positioned straight and flat in the test strip guide.
Repeat the test with a new test strip.

Error Messages - Accu-Chek® Active

= You have inserted a used test strip into the meter.
Start again from the beginning with an unused test strip.

= The measuring window is dirty.
Clean the measuring window (see Chapter 8).

= You did not insert the test strip correctly or completely.
Hold the test strip so that the arrows printed on it and the orange square face upwards. Without bending it, gently push the test strip into the test strip guide in the direction of the arrows until you feel it lock into place.

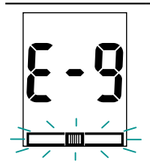


= You applied blood or control solution to the test strip too soon, i.e. before the drop symbol flashed in the display.
Repeat the test with a new test strip.

= The test strip was bent or moved while testing was in progress.
Repeat the test with a new test strip.

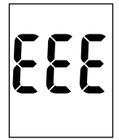
= The meter was exposed to a strong electromagnetic field.
Change your position or turn off the source of radiation.

= You removed the code chip while testing was in progress.
Re-insert the code chip into the meter and repeat the test with a new test strip.

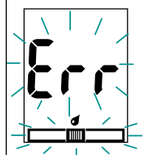


= The test strip was bent or moved while testing was in progress.
Repeat the test with a new test strip.

= You did not insert the test strip correctly or completely.
Hold the test strip so that the arrows printed on it and the orange square face upwards. Without bending it, gently push the test strip into the test strip guide in the direction of the arrows until you feel it lock into place.



A meter error has occurred.
Start again from the beginning. If the error message appears again, the meter is defective. Please contact your customer support and service centre.



You applied too little blood or control solution to the test strip.
Repeat the test with a new test strip and a larger amount of blood or control solution.

ACCU-CHEK® Lancing Systems

Accu-Chek® Lancing System

proven least painful Clixmotion Technology

www.accu-chek.com.au
Accu-Chek Enquiry Line: 1800 251 816

ACCU-CHEK®

3 simple steps to teach and learn

Used drum

Getting Started Guide - Accu-Chek® Multiclix

Load drum

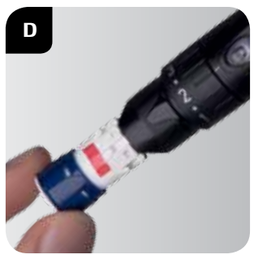
A *Remove cap.*

B *Insert new drum with blue ring end first. Snap drum into place. Replace cap.*

Exchange drum

C *When number 1 appears in the display, last lancet is in use.*

A *Remove cap.*



D *Remove used drum. (It cannot be reinserted.) Dispose of drum with household waste.*

B *Load new drum.*

Set penetration depth

Turn dial to select depth setting. For beginners, select a lower setting. (Start with level 1.)

You're ready to test:
Press, **click**, and **twist**.

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Getting Started Guide - Accu-Chek® Multiclix

3 simple steps to teach and learn

1A *Press priming button down like a ballpoint pen.*

1B *The transparent release button turns yellow.*

2 *Press lancing device firmly against side of fingertip and press release button.*

3A *To change lancet, turn priming button as far as it will go, and turn back again.*

3B *The numbers on the display show how many lancets are left.*

For more information, please visit www.accu-chek.com.au

ACCU-CHEK®

Getting Started Guide - Accu-Chek® Softclix

3 simple steps to teach and learn

proven least painful Clixmotion Technology

1 PREPARE
Remove cap, insert a lancet, twist off cover and replace cap

3 PRESS
priming button down; the transparent release button turns yellow

2 SELECT lancet depth

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Getting Started Guide - Accu-Chek® Softclix

The classic lancing system using single lancets offers easy, well-established handling.

Getting started

A *Remove cap*
B *Insert lancet*

C *Twist off sterility cap*
D *Replace cap*

Selecting penetration depth

E *Select from 11 settings*

Obtaining a blood sample

F *Press priming button*
G *Press release button*

Changing lancets

H *Remove cap. Eject used lancet*

I *Insert new lancet*

J *Twist off sterility cap*

K *Replace cap*

ACCU-CHEK®

Roche

5 tips for gentle blood sampling.

Lancing correctly with Accu-Chek lancing devices keeps discomfort to a minimum. You can test more comfortably with these five easy steps:

Ensure hands are **clean and dry**.

Lance on the **side of the fingertip** rather than the pad.

Keep the skin taut by pressing the lancing device firmly against the skin.

Select a penetration depth as shallow as possible that still produces blood.

Alternate fingers **daily** and take the necessary steps to ensure **good blood circulation**.

proven least painful[1] Clixmotion Technology

Clixmotion Technology

- Employs a patented dual-guided lancet motion
- Ensures smooth, forward-guided, and return motion of the lancet
- Lancet tip has a tapered 3-sided cut to reduce pain and further enhance smooth penetration

1. Kocher S., Tshiang Tshiananga J.K., Koubek R. Comparison of Lancing Devices for Self-Monitoring of Blood Glucose Regarding Lancing Pain. Journal of Diabetes Science and Technology; September 2009 Volume 3, Issue 5: 1136–1143.

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If you need assistance in the set up of your new meter, please call us on **1800 251 816**

Accu-Chek Enquiry Line
8.30am - 5.30pm (Business days EST)

Visit **www.accu-chek.com.au** for more information.

ACCU-CHEK®

For people with diabetes, use only as directed. Consult your healthcare professional for advice.

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